

# 2020 Michigan Trial Court Public Satisfaction Survey

## Requirements

- Each court shall distribute the required survey for a minimum of five full business days and at least twenty surveys have been completed.
- The survey must be distributed between January 1, 2020, and October 31, 2020. Any court may distribute the survey for longer than five days and submit more than twenty completed surveys.
- The five full business days do not need to be consecutive.
- Each court shall provide SCAO by email ([publicsatisfaction@courts.mi.gov](mailto:publicsatisfaction@courts.mi.gov)) the dates the survey will be conducted.
- Each county-funded court shall submit at least two sets of surveys – one for circuit/family/probate court users and one for district court users. All other courts must submit at least one set of surveys.
  - OPTIONAL: Each court can request blank surveys for specific courts, divisions, units, or locations, such as circuit court, probate court, family division, juvenile division, friend of the court, probation, Franklin Murphy Hall of Justice, etc. SCAO will produce results for each subset of surveys it receives.
- Each court shall obtain a representative sample of different court users.
- Each court shall obtain a representative sample of the types of cases heard by the court (civil, criminal, domestic relations, traffic, etc.).
- Surveys shall be offered to as many court users as possible.
- Surveys shall be offered to court users at each location where the court conducts business with the public, such as the Friend of the Court Office.
- By November 1, 2020, the court shall mail to SCAO all surveys, a blank copy of the survey, and the survey certification signed by the chief judge stating that all requirements have been met.

## Variances

If your court is able to obtain a representative sample, a subset of court users who reflect the key characteristics of court users (various case types, roles at the court, race/ethnicity, and gender), in less than five full business days, the chief judge may submit a request for a variance from the requirements to [publicsatisfaction@courts.mi.gov](mailto:publicsatisfaction@courts.mi.gov) and copy the regional administrator. SCAO will examine response rates from prior years when assessing these requests.

If your county-funded court is unable to administer two separate sets of surveys – one for circuit/family/probate court users and one for district court users – or, if your court is unable to obtain the minimum number of surveys, the chief judge may submit a request for a variance from the requirements to [publicsatisfaction@courts.mi.gov](mailto:publicsatisfaction@courts.mi.gov) and copy the regional administrator. SCAO will examine response rates from prior years when assessing these requests.

## Questions/Concerns/Assistance

If you have questions or concerns about how to administer the customer satisfaction survey, if your court would have any difficulty meeting the survey requirements, or if you would like SCAO's assistance in planning your survey, please contact:

Statistical Research Division  
E-mail: [publicsatisfaction@courts.mi.gov](mailto:publicsatisfaction@courts.mi.gov)  
Phone: 517-373-1903